

**FRESNO, CALIFORNIA
CLASS SPECIFICATION**

ADMINISTRATIVE SUPPORT ASSISTANT

FLSA STATUS:

Non-Exempt

CLASS SUMMARY:

The Administrative Support Assistant is the first and entry level in a five level Administrative Support series. Incumbents are responsible for performing basic clerical functions, basic computer processes, and first line customer service.

Distinguishing characteristics within the class, based upon assignment are, at entry, responsibility for assisting with and learning how to perform the essential duties of the classification under close supervision. Journey positions are responsible for independently performing the essential duties of the classification.

The Administrative Support Assistant is distinguished from the Senior Administrative Support Technician, which is responsible for performing semi-skilled administrative support activities.

Incumbents in this classification may be required to work nights, holidays, and/or weekends.

TYPICAL CLASS ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary.)

**FRE-
QUENCY**

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| 1. | Responds to requests for information from the general public, in person, over the telephone, and via e-mail; answers routine questions; directs callers to appropriate internal departments and/or external organizations. | Daily
20% |
| 2. | Assists with coordinating department activities, such as tracking work and change orders, processing accounts payable and/or receivable, reporting building maintenance issues, processing requests for information, dispatching crews to areas requiring service, relaying communications, researching and locating standard or routine information, and providing related support. | Daily
20% |
| 3. | Performs various routine clerical duties, utilizing standard office equipment; taking and transmitting messages; making photocopies; faxing documents; typing; requisitioning supplies; filing; and word processing. | Daily
15% |
| 4. | Enters information into applicable databases and/or other computerized systems to collect and maintain records and information in assigned area of responsibility. | Daily
15% |
| 5. | Compiles and organizes information in support of report preparation activities, including the preparation of routine reports including newsletters. | Daily
10% |

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<u>TYPICAL CLASS ESSENTIAL DUTIES:</u> (These duties are a representative sample; position assignments may vary.)		<u>FRE- QUENCY</u>
6.	Receives, sorts, files, and/or distributes a variety of correspondence, reservations, invoices, fees, work orders, reports, service requests, materials, deliveries, mail, and/or other applicable items.	Daily 5%
7.	May schedule conference rooms and/or other related facilities for meetings and events including the coordination of all applicable logistics.	Daily 5%
8.	Monitor, order and restock office supplies and materials.	Monthly 5%
9.	Performs other duties of a similar nature or level.	As Required

POSITION SPECIFIC RESPONSIBILITIES MIGHT INCLUDE:

Positions assigned to the Police Department may be responsible for:

- Transcribing dictated police reports;
- Maintaining and monitoring police reports prior to inclusion in official records files;
- Scanning records for inclusion in permanent digital records;
- Processing citations;
- Reviewing traffic court logs for non-appearances;
- Attending court hearings to determine the status of court hearings;
- Identifying and resolving court appearance conflicts;

Positions assigned to Purchasing may be responsible for:

- Administering the on-line bid system.

Positions assigned to Public Utilities may be responsible for:

- Processing customer surveys;
- Preparing vehicle accident reports;
- Processing landfill weight tickets;
- Processing uniform service requests forms;
- Assisting with gathering information for contract preparation.

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Positions assigned to Transportation may be responsible for:

- Reviewing, processing, and inputting HandyRide application data;
- Selling transportation passes;
- Receiving and processing Special Ricer Certification applications
- Creating transportation ID cards.

Positions assigned to Parks & Recreation may be responsible for:

- Processing reservations for facility use requests;
- Scheduling special events at parks and the theater;
- Processing registrations for activities.

Training and Experience (positions in this class typically require):

High School Diploma, or GED, and one year of general office experience are required; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class typically require):

- Successful completion of keyboarding test confirming keyboarding skill of 40 wpm.

Some positions, based on assignment, may require:

- Valid State of California Driver's License, Class C.

Knowledge (position requirements at entry):

Knowledge of:

- Customer service principles and practices;
- Modern office procedures, methods, and equipment;
- Basic report preparation techniques;
- Recordkeeping principles;
- Keyboarding techniques;
- Proper English, grammar, punctuation, and spelling principles;
- Filing principles and practices.

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Skills (position requirements at entry):

Skill in:

- Using a computer and related software applications; keyboarding;
- Providing customer service;
- Using and caring for modern office equipment;
- Performing routine mathematical calculations;
- Preparing and proofreading a variety of routine reports and/or documents;
- Maintaining records and files;
- Communication and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Physical Requirements:

Positions in this class typically require: reaching, standing, walking, pushing, pulling, lifting, fingering, grasping, talking, hearing, seeing and repetitive motions.

Light Work: Exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force frequently, and/or negligible amount of force constantly to move objects. If the use of arm and/or leg controls requires exertion of forces greater than that for Sedentary Work and the worker sits most of the time, the job is rated for Light Work.

Note:

The above job specification is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department.

Classification History:

Draft prepared by Fox Lawson & Associates (LM)

Date: 12/2007

Reviewed by the City of Fresno

Date: 5/2008